



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA ACTION TRANSMITTAL

Control Number: # 13-15

Effective Date: Immediately Upon Receipt

Issuance Date: September 19, 2013

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISOR AND ELIGIBILITY STAFF LOCAL
HEALTH DEPARTMENTS, HEALTH OFFICERS,
LHD SUPERVISORS, MCHP SUPERVISORS

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR *Rosemary Malone*
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, DHMH/OE *Debbie Ruppert*

RE: AUTOGOV ASSET VERIFICATION SYSTEM
FOR LONG TERM CARE MEDICAL ASSISTANCE CASES

PROGRAM AFFECTED: LONG TERM CARE (LTC)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

At last, a long-awaited enhancement to the clearance process for LTC applications and redeterminations is here! The AutoGov Asset Verification System, or AVS, provides a valuable check on client assets, much like we use MABS or The Work Number to check employment income for non-LTC applications. The AVS is included in the AutoGov Scoring Tool in SAIL Admin and it ensures that the State meets the Federal asset verification requirements in Section 1940 of the Social Security Act.

ACTION REQUIRED:

The LTC Bureau recently created Standard Operating Procedures (SOPs) for using AutoGov and they are attached to this Action Transmittal. To repeat the message, the AutoGov asset check must be used for new applications and when the redetermination forms are received.

To access the SAIL Administration site, enter the URL address <https://www.marylandsail.org/SailAdmin> into the web browser on your computer. Log into the site using your current SAIL logon ID and password. Please contact a security monitor if you have difficulty accessing the site.

INQUIRIES:

Please direct AutoGov system issues to the HELP Desk at 410-767-7002. Please direct AutoGov/AVS inquiry issues to Mazie Johnson at 410-455-7511 or mazie.johnson@maryland.gov. Please direct Medical Assistance policy questions to DHMH Division of Eligibility Policy at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

c: DHR Executive Staff
DHMH Management Staff
FIA Management Staff
DHR Help Desk

DHMH Executive Staff
DHMH Policy and Training Staff
Constituent Services

**Family Investment Administration
Standard Operation Procedures (SOPs)
For
AutoGov Asset Verification System**

Effective Date: Upon Receipt of the AVS Action Transmittal

Background

AutoGov is a tool that provides risk scores that improves case managers' workflow by identifying the cases that are ready for processing. AutoGov CaseVue generates a score that provides information about a client's risk level for becoming eligible for Long Term Care (LTC).

Recently, AutoGov was enhanced to present banking information for many of the major financial institutions. The Asset Verification System (AVS) ensures that the State meets recently added Federal asset verification requirements in Section 1940 of the Social Security Act.

Policy

Case managers who process Long Term Care applications and redeterminations are now required to access AVS data using the AutoGov Scoring Tool in SAIL Admin.

- To access the SAIL Administration site, enter the URL address:
<https://www.marylandsail.org/SailAdmin> into the web browser on your computer.
- Log into the site using your current SAIL logon ID and password.
- The AutoGov application should be used for new applications and when the redetermination is received.

Sail Version: 3.0.2.1 - Windows Internet Explorer provided by DHR

https://www.marylandsail.org/SailAdmin/login.aspx?ReturnUrl=/SailAdmin/Default.aspx

File Edit View Favorites Tools Help

Favorites Suggested Sites Web Slice Gallery

Sail Version: 3.0.2.1

Page Safety Tools

MARYLAND DEPARTMENT OF HUMAN RESOURCES
SAIL - Service Access and Information Link

DHR SAIL Home

Welcome to the Administrator Login page for SAIL.

Please Login

Login ID

Password

LOGIN

1: Please enter in your login ID.
2: Please enter in your password.
3: Click the login button to continue.

Enter the SAIL Admin web address into the browser:
www.marylandsail.org/SailAdmin

Enter your **Login ID** and **Password**.
Click **Login**.

From the DHR SAIL Home page click on “AutoGov Scores”

DHR SAIL Home > Menu > You are logged in as: rad28s > [Logout](#) Version 3.0.1.11

SAIL Admin Menu

View/Print Apps/ICs
Summary Search
Change Password
AutoGov Scores
CASES Redef Reports
Logout

SAIL Administration Menu

Welcome to the SAIL Administration.

From this page you may select from the options listed on the SAIL Admin Navigation bar.

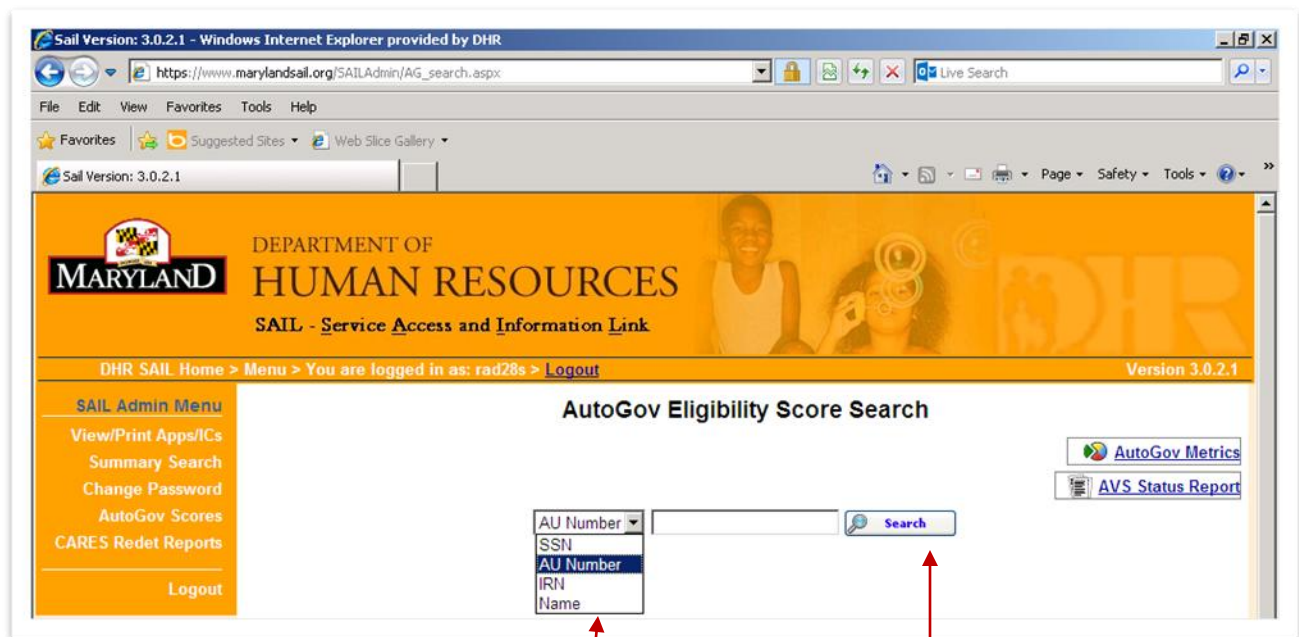
The SAIL Admin Navigation bar options will be present on each screen as you move through this admin section.

Once you have completed the tasks necessary you must logout to end your session.

Click **AutoGov Scores**.

The following screens will guide you in accessing your customer's information using the IRN (Customer ID), AU (Assistance Unit ID), Name or Social Security Number (SSN).

AU or IRN are the preferred methods of accessing case data.



Choose how you are going to search here.

Click Search here.



Click Here

AutoGov Score Page with AVS Status

Sail Version: 3.0.2.1 - Windows Internet Explorer provided by DHR

https://www.marylandsail.org/SAILAdmin/AG_search.aspx

File Edit View Favorites Tools Help

Sail Version: 3.0.2.1

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SAIL - Service Access and Information Link

DHR SAIL Home > Menu > You are logged in as: rad28s > Logout Version 3.0.2.1

SAIL Admin Menu

- View/Print Apps/ICs
- Summary Search
- Change Password
- AutoGov Scores
- CARES Redet Reports
- Logout

AutoGov Eligibility Score Search

No Score available for this Case.
Click the button below to Score the Application

Score the Application

Click Here

Sail Version: 3.0.2.1 - Windows Internet Explorer provided by DHR

https://www.marylandsail.org/SAILAdmin/AG_search.aspx

File Edit View Favorites Tools Help

Sail Version: 3.0.2.1

Summary Search

- Change Password
- AutoGov Scores
- CARES Redet Reports
- Logout

Case Details

Name:		AU Number:	
Date Of Birth:	7/7/1950	Program Code:	MA
SSN:	XXX-XX-9747	Coverage Group:	L98
IRN:		District Office:	005

Score: 77

SCORE

8/6/2013

DATE

Predictive Factors

- Citizenship verified by third party
- Identification verification
- Identity NOT verified
- Major risk factor (Assets, DOB, Residency)
- DOB verified by third party data sources
- Social Security Number verification
- SSN verified by third party data sources

AVS Information

Current Status: Incomplete

Initiated Date: 08/06/2013

No AVS information found.

Rescore the Application

Score History

Date	Score	Risk Level
8/6/2013 3:37 PM	77	

AutoGov score

Determining Factors

AVS data requested but not acknowledged

This is the initial request therefore, no data will be available

The application will need to be re-scored when new information is received

Note: At this point, the score search screen will indicate the demographics for the client. AVS information will include a status of the transaction. Here are the status definitions:

- Incomplete – AVS data requested but not acknowledged
- Pending – AVS data request acknowledged waiting on response from financial institutions
- Partial – AVS data available, at least one financial institution has responded
- Complete – AVS data complete, as the 32 days financial institution response time has expired

Version 3.0.2.1

DHR SAIL Home > Menu > You are logged in as: rad28s > [Logout](#)

SAIL Admin Menu

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SAIL Administration Menu

Welcome to the SAIL Administration.

From this page you may select from the options listed on the SAIL Admin Navigation bar.

The SAIL Admin Navigation bar options will be present on each screen as you move through this admin section.

Once you have completed the tasks necessary you must logout to end your session.

[Dismiss](#)

<input type="checkbox"/>	AU Number	IRN	AVS Status	Initiated Date	Date Received
<input checked="" type="checkbox"/>	120140948	417049523	Pending	08/06/2013	08/07/2013

This alerts page will appear each time you log in AutoGov

Version 3.0.2.1

DHR SAIL Home > Menu > You are logged in as: rad28s > [Logout](#)

SAIL Admin Menu

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AutoGov Eligibility Score Search

[AutoGov Metrics](#)

[AVS Status Report](#)

AU Number: 120140948 [Search](#)

View Scores	AU Number	DO	IRN	SSN	First Name	Middle Initial	Last Name	Date Of Birth	Prg. Code	Cov. Grp	AVS Status	Last Score Date
View Scores	120140948	005	417049523	XXX-XX-9747	PAUL		KROWE	7/7/1950	MA	L98	Pending	08/07/2013

AutoGov Score Page with a filled AVS Status

AutoGov Eligibility Score Search [Back to Search Page](#)

Case Details

Name: <input type="text"/> Date Of Birth: <input type="text"/> SSN: <input type="text"/> IRN: <input type="text"/>	AU Number: <input type="text"/> Program Code: <input type="text"/> Coverage Group: <input type="text"/> District Office: <input type="text"/>
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Score: 77

SCORE

100
80
60
40
20
0

77

Predictive Factors

- Age risk
 - ▶ Age is within risky range
- Birth certificate documentation
 - ▶ Absence of a birth certificate increases the risk level, obtain copy of birth certificate
- Citizenship verification
 - ▶ Citizenship verified by third party

AVS Information

▶ Current Status: Pending ▶ Initiated Date: 08/05/2013

No AVS information found.

[Rescore the Application](#)

Score History

Date	Score	Risk Level
8/7/2013 3:00 AM	77	
8/6/2013 3:37 PM	77	

[Back to Search Page](#)

AVS data request acknowledged waiting on response from financial institutions

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Version 3.0.2.1

SAIL Admin Menu

[View/Print Apps/ICs](#)

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[AutoGov Scores](#)

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AutoGov Eligibility Score Search

[AutoGov Metrics](#)
[AVS Status Report](#)

[Search](#)

View Scores	AU Number	DO	IRN	SSN	First Name	Middle Initial	Last Name	Date Of Birth	Prg. Code	Cov. Grp	AVS Status	Last Score Date
		005	8	XXX-XX-7337				11/20/1932	MA	L98		
		005	8	XXX-XX-7337				11/20/1932	MA	L98	Partial	08/02/2013

AVS information is available

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Version 3.0.2.1

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AutoGov Eligibility Score Search

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Case Details

Name: CATHERINE TANZELL
Date Of Birth: 11/20/1932
SSN: XXX-XX-7337
IRN: 413043068

AU Number: 590142371
Program Code: MA
Coverage Group: L98
District Office: 005

Score: 44

Predictive Factors

- Birth certificate documentation
 - Absence of a birth certificate increases the risk level, obtain copy of birth certificate
- Citizenship verification
 - Citizenship verified by CARES data
- Identification documents
 - ID Documented

AVS Information

Current Status: Partial Initiated Date: 07/31/2013

Name	Account Title	Account Type	Account Number	Account Balance	Report Date	Date Received
Manufacturers and Traders Trust Company		CHECKING		\$1772.64	2013-07	08/02/2013

[Rescore the Application](#)

Date	Score	Risk Level
8/2/2013 3:00 AM	44	
8/1/2013 3:01 AM	44	
7/31/2013 8:09 PM	44	

[Back to Search Page](#)

AutoGov View Score Page with AVS Information

AU Num	IRN	AVS Status	Initiated Date	Transaction Date
211101014	156893711	Completed	5/10/13 12:00 AM	5/14/13 12:00 AM
31201015	156789163	Completed	5/11/13 12:00 AM	5/14/13 12:00 AM

AVS will continue to update AutoGov up to 32 days, then the status will change to Completed

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Version 3.0.2.1

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AutoGov Eligibility Score Search

No Score available for this Case.

[Scoring is not available](#)

Reason: Case is in DENIED status in CARES.

Once the case is denied, the AVS scoring will not be available